



**CITY OF SAN DIEGO
EMPLOYMENT OPPORTUNITY
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#T2416 911 EMERGENCY DISPATCHER (*Dispatcher I*)
SALARY: \$2478 to \$2988, Monthly

#T2417 911 EMERGENCY BILINGUAL DISPATCHER (*Dispatcher I - Bilingual*)
SALARY: \$2600 to \$3110, Monthly

APPLY: FIRST DATE: September 26, 2003

LAST DATE: Open

This announcement serves to establish/maintain an eligible list for current/future vacancies that occur in the classification(s) specified above. **Please apply promptly.** Although the last date to apply is currently "OPEN", the application filing period may be closed with five days notice.

NOTES:

1. Dispatchers assigned as 911 Operators in the Police Department Phone Room will receive 5% additional salary as special assignment pay.
2. The above 911 Emergency Bilingual Dispatcher salaries include additional pay for use of bilingual skills.
3. 5% additional pay may be paid when an extended period of night or unusual shift work is required.
4. For positions in the Police Department, selected candidates will undergo a comprehensive character and background investigation including a polygraph (lie detector) examination and fingerprint check prior to hire. Felony conviction and misdemeanor domestic violence convictions are disqualifying.
5. Initially, dispatchers will typically be assigned to the night or weekend shift.
6. A paid training program on telephone and/or radio dispatching will be provided after hire.
7. **Successful applicants will also be considered for any vacant positions in the Central Stores Division of the General Services Department. These positions do not respond to 911 emergency calls.**
8. Possible promotional career opportunities include Police Dispatcher, Police Lead Dispatcher and Police Dispatch Supervisor.

REQUIREMENTS: For each position, you must meet the requirement(s) listed below on the date you apply, unless otherwise indicated.

AGE: You must be at least 18 years of age, except for high school graduates (or persons with GED equivalency) who are 17.

CITIZENSHIP: You must be a United States citizen or have the legal right to work in the United States.

REQUIRED FOR 911 EMERGENCY BILINGUAL DISPATCHER APPLICANTS ONLY: Bilingual skills sufficient to speak fluently in English and Spanish. Prior to appointment to bilingual positions receiving bilingual pay, candidates must pass a conversational test to assess English/Spanish proficiency. Candidates who fail this bilingual test may still be eligible for positions that are NOT bilingual if the 911 Emergency Dispatcher box was also marked on their application.

DUTIES: In the Police and Fire Rescue Departments, Dispatchers work on a Computer Aided Dispatch (CAD) system. Dispatchers are the primary answering point for all 911 and non-emergency phone calls from within the City of San Diego. Dispatchers must determine the nature and extent of the request, the priority of the problem and the need for dispatching police, fire or medical field units. The appropriate information is entered into the CAD systems and transmitted to a radio dispatcher.

In the Police Department, Dispatchers work 10 hours per shift, 4 days per week, with 3 consecutive days off. The Communication Centers in all departments are in operation 24 hours a day, seven days a week, with various shifts (day, evening, and night) staffing each center. Dispatchers will be rotated to different shifts on a periodic basis. Dispatchers may answer 50-170 calls a day and are required to sit for long periods of time. Please refer to the last page of the job bulletin for a more detailed description of typical dispatcher duties and working conditions.

In the Central Stores Division of the General Services Department, Dispatchers receive incoming phone calls and operate radio communications equipment to dispatch and coordinate various City units involved in servicing, maintaining or repairing City property, services or facilities.

HOW TO APPLY: If you meet the minimum requirements, there are three ways to apply for Dispatcher I, as specified below:

- (1) **If you have not taken the Dispatcher I (#T2416/#T2417) or Police Dispatcher (#T2418) test or it has been at LEAST six full months since you last took and failed the test**, you will be provided with an Application/Supplement to complete when you take the Performance Test. This application will require you to provide your work history information. The dates for the Performance Test are listed on the attached sheet. Tests are given monthly and are on a “first come – first served” basis (i.e., persons will be turned away once all available test slots are filled.)
- (2) **TEST WAIVER: If you have previously passed the test AND your eligibility has expired** for any of the following examinations: #T2418- Police Dispatcher; #T2416- 911 Emergency Dispatcher (Dispatcher I); or #T2417- 911 Emergency Bilingual Dispatcher (Dispatcher I – Bilingual), you should obtain a Dispatcher I Waiver Application from the City of San Diego Employment Information Center. A copy of your Notice of Qualifications/Test Results must be attached to your completed application.
- (3) **TEST WAIVER: If you have previously passed the CitiCall Dispatcher Test administered by another agency with scores that meet the standard established by the City of San Diego**, you should obtain a Police Dispatcher Waiver Application from the City of San Diego Employment Information Center. A copy of your Test Results with test component scores must be attached to your completed application. NOTE: The modules contained in the CitiCall examination may vary from agency to agency. Therefore, your Test Results must contain scores for all test modules included in the City of San Diego examination.

THE SCREENING PROCESS will consist of the following:

PERFORMANCE TEST: The Performance Test is a work simulated computer based test that measures the general aptitudes needed to be a dispatcher. No prior dispatch experience is necessary to pass the test which may include, but is not limited to, the following factors: **Data Entry:** the ability to read written data and accurately enter that data using a keyboard; **Data Entry (Audio):** the ability to hear audible data and accurately enter that data using a keyboard; **Call Summation 1:** the ability to hear, comprehend, and summarize audible information; **Call Summation 2:** the ability to hear and comprehend audible information while accurately entering that information using a keyboard, and to subsequently use that information; **Cross Referencing:** the ability to locate information, requested in writing, on a written list and to correctly/accurately respond using a keyboard; **Cross Referencing (Audio):** the ability to locate information, requested audibly, on a written list and to correctly/accurately respond using a keyboard; **Character Comparison:** the ability to compare and contrast written data; **Memory Recall:** the ability to learn and later recognize associated information; **Memory Recall – Numeric (Audio):** the ability to hear data (number sequences), memorize it, and then use a keyboard to accurately enter the data; **Prioritization:** the ability to evaluate and analyze information in order to prioritize or categorize incidents; **Map Reading:** the ability to use maps for determining routes and locations; **Spelling:** the ability to correctly spell words according to the context in which they are being used (i.e., homonyms); **Sentence Clarity:** the ability to select the written passage that is the most clearly written; **Reading Comprehension:** the ability to read and comprehend written passages; and **Decision Making:** the ability to make decisions quickly and accurately and to correctly signal the response using a computer. **QUALIFYING ONLY**

RE-EXAMINATION ELIGIBILITY: If you fail the Performance Test (#T2416, #T2417, or #T2418) you may reapply to be retested six months after the date of your most recent application for this examination, provided we are still accepting applications.

THE CITY OF SAN DIEGO PERSONNEL DEPARTMENT • “WORKING HARD TO KEEP SAN DIEGO WORKING”

The City of San Diego has an active Equal Opportunity Program and vigorously supports workplace diversity. Applicants with disabilities who require testing accommodations may call (619) 236-6358. To obtain this information in alternative formats, persons with disabilities may call (619) 236-6467 or for TT (619) 236-6776.

PERSONAL HISTORY STATEMENT: Successful candidates must submit a Personal History Statement to the Police Department. Information regarding this step of the process will be provided at a later date.

ELIGIBLE LIST: Separate eligible lists will be established for **911 Emergency Dispatcher** (*Dispatcher I*) and **911 Emergency Bilingual Dispatcher** (*Dispatcher I – Bilingual*). Candidates who are successful in the screening process described above will be placed on the respective **one category** eligible list(s) which will be used to fill position vacancies during the next **one year**. Category placement will be based on each candidate's final score as follows: **CATEGORY 1:** 70 and above. For each vacancy, candidates from the corresponding list **may** be contacted by the hiring department for an interview.

PRE-EMPLOYMENT REQUIREMENTS: Any employment offer is **conditional** pending the results of all pre-employment screening processes required for the job, which **may** include, but are not limited to the following: confirmation of citizenship/legal right to work in the United States; completion of a pre-employment medical review/exam (which may include drug/alcohol testing); reference checks; background investigation; polygraph examination; and a fingerprint check. The fingerprints will be submitted to the California Department of Justice and the Federal Bureau of Investigation for a conviction record report. All of these processes must be successfully completed before employment begins. **Note:** Misrepresentation, falsification, or omission of pertinent facts in any step of the screening/selection process may be cause for disqualification or termination of employment.

APPLICANT INFORMATION

APPLICATION INFORMATION

Application materials must be received at the Employment Information Center NO LATER THAN 5:00 P.M. ON THE FINAL FILING DATE. Postmarks as proof of meeting the final filing date are not accepted. If you are returning your application via the U.S. Postal Service, you should use "Certified Mail-Return Receipt Requested" to provide verification of timely delivery. Do not send applications via interoffice mail.

1. Starting salaries will be determined by the hiring department.
2. The hiring department with a vacancy will contact and interview eligible candidates as needed. All candidates may not be contacted. The final selection and offer of employment is made by the hiring department, not the Personnel Department.
3. Unless otherwise stated, relevant experience may be substituted for education.
4. Eligible lists may be used on a periodic basis. As such, lists may not be used for several months. Eligible lists may be extended by the Civil Service Commission.
5. Examination requirements and processes may be revised.
6. Experience, education, and all other information provided by an applicant orally or in writing are subject to verification.

FALSIFICATION: Any misrepresentations or false statements during or after the employment process may be cause for disqualification or dismissal from employment.

GENERAL REQUIREMENTS

Requirements must be met at time of application unless otherwise stated.

The minimum age for most full-time employment is 18, unless you are 17 and a high school graduate. You must have the legal right to work in the U.S. or have U.S. citizenship. Persons hired must present acceptable proof of identity and the legal right to work in the United States and the authenticity of the documents must be verified before starting work. After hire, you will be required to sign a loyalty oath and may be required to live in San Diego County.

A CITY MEDICAL EXAMINATION including drug screening and documentation of medical history, may be conducted following a conditional offer of employment or promotion. Medical condition must enable the applicant to perform the essential duties of the position.

The City of San Diego is committed to a drug and alcohol free workplace.

THE CITY OF SAN DIEGO SUPPORTS WORKPLACE DIVERSITY and does not discriminate on the basis of race, sex, age, ancestry, national origin, political/religious affiliation, sexual orientation, AIDS or HIV status, cancer, or non-job related physical/mental disability. The City is committed to making its jobs, programs, and services accessible to all persons and complies with all ADA non-discrimination requirements in its employment practices.

A CONVICTION RECORD FORM must be submitted before hire. On it you must list all criminal convictions you have had. A criminal record is not necessarily a basis for disqualification from City employment. Each applicant's conviction record will be evaluated on a case by case basis considering the type and seriousness of the crime, how much time has elapsed, and the nature of the job.

EMPLOYEE BENEFITS

City Employees may be eligible to participate in a benefit program including holidays, vacations, savings and retirement plans, health programs, and other benefits.

Benefits may change due to employer-employee contract negotiations.

REQUIREMENTS FOR PROMOTIONAL EXAMINATIONS

1. Current City employment, or currently on a Re-employment List or Leave of Absence.
2. Six months of continuous City employment in the Classified Service immediately prior to the application closing date or, if no closing date is specified, by date of application filing (exceptions: Persons recently hired from Re-employment Lists, and employees in the Unclassified Service if the employee has six months in the Classified Service with no break in service, prior to becoming an Unclassified employee).
3. Most recent performance evaluation in your current City classification must be other than "Unsatisfactory".

The provisions of this bulletin do not constitute an expressed or implied contract.

DIVERSITY BRINGS US ALL TOGETHER